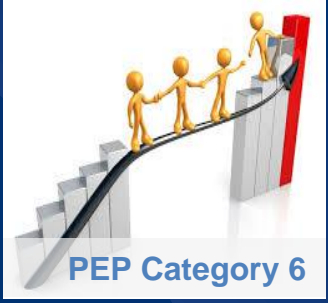




Performance Excellence Program

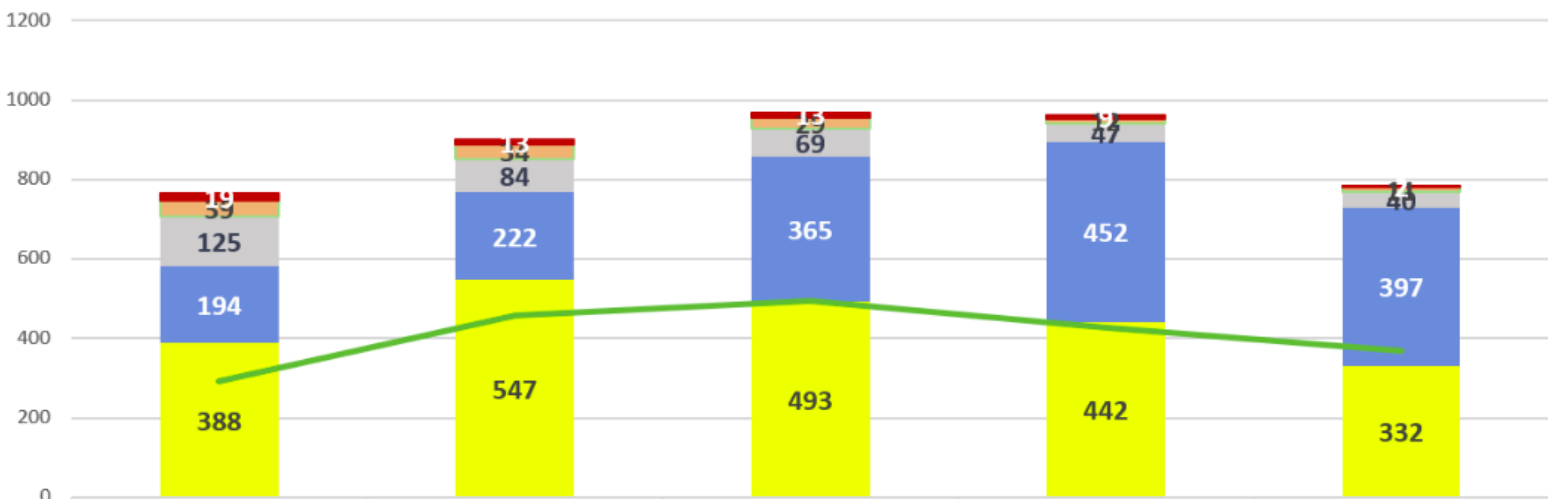
Category 6

Operations and Process Focus



Each day the Performance Excellence Team reviews the status of each SLA Dependent Service Request. One of the reasons for the wonderful results is the persistent dedication to continuous review and improvement. Below, please see the highlights that made up a very successful week.

Daily Progress January 2 - 6, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	19	13	13	9	2
6 - 11 days overdue (Tier 3)	39	34	29	12	11
1 - 5 days overdue (Tier 2)	125	84	69	47	40
Within SLA (Tier 1)	194	222	365	452	397
Created	388	547	493	442	332
Closed	292	457	496	428	369

Created Within SLA (Tier 1) 1 - 5 days overdue (Tier 2) 6 - 11 days overdue (Tier 3) >12 days overdue (Tier 4) Closed